Before the

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

Docket No. 2009-411-G

ENERGY EFFICIENCY PROGRAM REPORT

June 13, 2013



Piedmont Natural Gas Company, Inc. Energy Efficiency Programs South Carolina

Docket No. 2009-411-G

INTRODUCTION

Piedmont Natural Gas Company, Inc. ("Piedmont" or the "Company") respectfully submits this report on the effectiveness of the Company's energy efficiency programs pursuant to the Public Service Commission of South Carolina's ("Commission") May 27, 2010, *Order Approving Energy Efficiency Programs* in Docket 2009-411-G, Order No. 2010-390. This report focuses on Piedmont's energy efficiency programs in effect during the period from April 1, 2012 through March 31, 2013 (Program Year 3).

BACKGROUND

On October 1, 2009, Piedmont filed its Petition for Approval of Energy Efficiency Programs. By a Revised Notice of Filing issued October 15, 2009, the Commission established December 21, 2009 as the deadline for the filing of petitions to intervene and scheduled this matter for hearing on February 11, 2010. On November 12, 2009, Piedmont filed its affidavits that such Notice had been properly published in the appropriate newspapers serving Piedmont's assigned service territory in South Carolina. Further, on December 9, 2009, Piedmont filed a certification of mailing with the Commission certifying that the Notice of Filing and Hearing had been mailed or provided in electronic format to all Piedmont customers in South Carolina.

On December 30, 2009, Piedmont filed the testimony of Steve Lisk supporting the Petition and the proposed Program Procedures. In its Petition, Piedmont submitted for Commission review and approval, the following three natural gas energy efficiency programs:

 Customer Education Program – a targeted marketing approach within the Piedmont South Carolina service territory to provide customer energy education, efficiency and conservation messages.

- 2. Low-Income Energy Efficiency Program designed to provide energy efficiency measures and weatherization assistance to existing Piedmont low-income residential customers.
- 3. High-Efficiency Equipment Rebate Program designed to provide rebates to Piedmont's residential and commercial customers who purchase and install qualifying high efficiency natural gas equipment to replace existing natural gas equipment.

On January 27, 2010, Piedmont and the ORS entered into a Settlement Agreement with respect to Piedmont's program filings. As part of the Settlement Agreement, Piedmont and ORS agreed that Piedmont should be authorized to expend and recover from its South Carolina residential and commercial customers an annual cost of \$350,000 for the operation of the three energy efficiency programs. In addition, these programs would be considered experimental in nature and would operate for a period of three years. ORS and Piedmont further agreed that after a period of three years they would jointly or individually submit any proposed modifications to the programs or program expenditures for review and approval of the Commission. Also, as part of the Settlement Agreement, Piedmont agreed to submit to the ORS and the Commission, on an annual basis in conjunction with the Company's Rate Stabilization Act (RSA) process, a request for recovery of Piedmont's Energy Efficiency program costs for the twelve-month period ending March 31st. Finally, the parties agreed that this report would be submitted by June 15th of each year beginning in June, 2011.

The Commission conducted a formal hearing in this matter on February 11, 2010. At the hearing, the Commission received into evidence the testimony of Piedmont witness Steve Lisk and ORS witness Carey M. Stites. The Commission also accepted into evidence the Settlement Agreement.

On May 27, 2010, the Commission issued its Directive approving Piedmont's Energy Efficiency Programs.

On September 16, 2010, Piedmont requested that the Commission approve a modification to its Residential Low-Income Weatherization Program to allow the use of both the Federal Weatherization Assistance Program standard and the HUD standard in determining whether a

residence qualifies as "low-income". This request was approved by the Commission on September 29, 2010.

On December 21, 2010, Piedmont requested that approximately \$25,000 of unexpended funds in the Residential Low-Income Program and approximately \$40,000 of unexpended funds in the Customer Education Program be reallocated to the High Efficiency Equipment Rebate Program to meet higher than expected demand in the Rebate program. This request was approved by the Commission on January 12, 2011.

On January 3, 2012, Piedmont requested that approximately \$50,000 of unexpended funds in the Residential Low-Income Program and approximately \$38,000 of unexpended funds in the Customer Education Program be reallocated to the High Efficiency Equipment Rebate Program to meet higher than expected demand in the Rebate program. This request was approved by the Commission on January 18, 2012.

On January 16, 2013, Piedmont requested that up to approximately \$50,000 of unexpended funds in the Residential Low-Income Program and up to approximately \$35,000 of unexpended funds in the Customer Education Program be reallocated as needed to the High Efficiency Equipment Rebate Program to meet higher than expected demand in the Rebate program. This request was approved by the Commission on February 13, 2013.

The Company's approved annual budget for energy efficiency programs in South Carolina is \$350,000 per year and Piedmont's actual expenditures for Program Year 3 were 96.9% of the budgeted annual costs. A summary of Program Year 3 funding is shown in Table 1.

Table 1 – Program Year 3 Funding

	Budgeted Annual Costs	Actual Expenditures ^a
Customer Education Program	\$50,000	\$26,047 ^b
Residential Low-Income Program	\$150,000	\$105,000°
High-Efficiency Equipment Rebate Program	\$150,000	\$208,070
TOTAL	\$350,000	\$339,117

a) Represents program expenses recorded between April 1, 2012 and the end of accounting month March 2013.

CUSTOMER EDUCATION PROGRAM

Piedmont initially budgeted \$50,000 for Program Year 3 to implement a communications campaign focusing on customer energy education, efficiency and conservation messages. Due to strong customer demand exhibited during Program Years 1 and 2 for the Equipment Rebate Program, it was decided to proceed slowly with spending customer education program funding during Program Year 3 in case funds would need to be reallocated to the Equipment Rebate Program. The Equipment Rebate Program during Program Year 3 did need additional funding and on January 16, 2013, Piedmont requested that up to approximately \$35,000 of unexpended funds in the Customer Education Program be reallocated as needed to the High Efficiency Equipment Rebate Program. This request was approved by the Commission on February 13, 2013. Piedmont did not need to reallocate all of the funds so some funding was utilized for additional customer education marketing. Table 2 shows the Customer Education Program expenditures for Program Year 3.

Table 2 – Customer Education Program expenditures in Program Year 3

	Budgeted Annual Costs	Actual Expenditures ^a
Customer Education Program	\$50,000	\$ 26,047 ^b
TOTAL	\$50,000	\$26,047

a) Represents program expenses recorded between April 1, 2012 and the end of accounting month March 2013.

Piedmont designed and distributed several targeted communication products to promote energy efficiency and conservation. Table 3 provides a description of each customer education piece

b) \$23,953 of budgeted funds were reallocated from the Customer Education program to the Equipment Rebate program.

c) \$45,000 of budgeted funds were reallocated from the Low-Income program to the Equipment Rebate program.

b) \$23,953 of budgeted funds were reallocated from the Customer Education program to the Equipment Rebate program.

that was administered during Program Year 3.¹ A copy of each customer education piece is shown in Exhibit A.

Table 3 – Customer Education Communication in Program Year 3

Communication Form	Date Administered	Message
Bill Insert	June 2012	Choosing energy efficient appliances
Bill Insert	July 2012	Water heating energy saving tips
Magazine Ad	December 2012	Saving energy during the winter months
Newspaper Ad	January 2013	Saving energy during the winter months
Newspaper Ad	February 2013	Value of Insulation/saving energy
Newspaper Ad	February 2013	Water heating energy saving tips
Newspaper Ad	March 2013	Choosing energy efficient appliances

For Program Year 4, the Company will continue to monitor the demand and funding status of the Equipment Rebate Program to determine if there is a need to reallocate any Customer Education Program funding into the Equipment Rebate program.

RESIDENTIAL LOW-INCOME ENERGY EFFICIENCY PROGRAM

The primary purpose of this program is to provide energy efficiency measures and weatherization assistance, through a third-party, to low-income residential customers in Piedmont's service territory. The program is intended to create a more energy efficient and comfortable home environment for the customers served. In addition to the actual energy savings, there can be additional benefits to the low-income customer including improved health and safety, and increased comfort.

¹ In addition to these SC customer education materials, bill inserts were sent out to customers in all Piedmont's service territories. Some of these mailings included recurring annual bill inserts that were not paid for through funds dedicated for the SC Energy Efficiency Program. These bill inserts dealt with Piedmont's energy savings on-line tools, cold weather energy saving tips and saving money with natural gas water

The target population for this program is low-income customers dwelling in single-family homes that are served under Piedmont's residential rate schedules (Rate Schedules 201 and 221). For the purposes of this program, Piedmont considers a customer to be "low-income" based on guidelines established for the Federal Weatherization Assistance Program or by the United States Department of Housing and Urban Development ("HUD"). When applicable, priority is placed on providing assistance to those eligible elderly individuals with disabilities and eligible families with children.

The primary energy efficiency measures provided to each program participant are based on a comprehensive in-home energy audit. The measures offered and performed for program participants may include:

- Sealing major air leaks in floors and ceilings (penetrations, bypasses, chases)
- Insulating attic, side wall, and/or floors
- · Sealing and insulating ducts
- Installing programmable/setback thermostats
- Evaluating, cleaning and tuning heating systems
- Installing general heat waste measures (furnace filters, water heater insulation wrap, piping insulation, water-saving devices, and weather-stripping)

The energy contractor decides, primarily guided by the results of the in-home energy audit, which energy saving measures to install at the participant's home. The energy audit helps the energy contractor determine which energy saving measures would provide the greatest benefit to the participant. Due to safety concerns, a carbon monoxide detector is installed inside the participant's home if one is not currently installed.

Piedmont is currently working with two different organizations to administer the Low-Income Program. Piedmont has been able to leverage its funding with these organizations since they were already involved in the weatherization of low-income homes in Piedmont's service territory. Specifically, Piedmont is working with the Furman University Community Conservation Corps ("Furman CCC") in the Greenville area and with Piedmont Community Actions ("PCA") in Spartanburg and Cherokee counties. For Program Year 3, Piedmont provided \$50,000 in program funding to the Furman CCC program and \$55,000 to the PCA program. During Program Year 1, Piedmont was not able to begin working with these two organizations as quickly as initially anticipated due to filing changes to the program income

guidelines, scheduling conflicts and also the time required to complete the contractual agreements. This delay also pushed back the funding start dates for Program Year 2 and 3. The Furman CCC and PCA are both still working from Program Year 3 funding. Furman CCC did not receive funding for Program Year 3 until August 2012. PCA did not receive funding for Program Year 3 until March 2013 and this was because they were still utilizing Program Year 2 funding as a result completing its weatherization efforts directed toward the Federal Weatherization Assistance Program funding. Table 4 summarizes the Low-Income Program expenditures.

Table 4 – Low-Income Program expenditures in Program Year 3

	Estimated Annual Costs	Actual Expenditures ^a
Low-Income Program	\$150,000	\$ 105,000 ^b
TOTAL	\$150,000	\$105,000 ^b

a) Represents program expenses recorded between April 1, 2012 and the end of accounting month March 2013. b) \$45,000 of budgeted funds was reallocated from the Low-Income program to the Equipment Rebate program.

Tables 5 and 6 show the program status (as of May 15, 2013) for each organization and reflects Program Years 2 and 3.

Table 5 – Program Year 2 Low-Income program summary

Furman CCC				
Counties Served Greenville				
Funding Status	Program year funding is depleted.			
Additional Information	Completed 11 homes through the program. The average age of the homes weatherized was 52 years old. Some of the work included: energy audits, blower-door testing, installing weatherstripping on doors/windows, installing attic and sidewall insulation, reattaching ductwork, air sealing and insulating ductwork, and fixing and installing smoke/CO2 detectors. This included funding for a furnace replacement that was found to be unsafe to the homeowners and also identifying and repairing a gas leak.			

Piedmont Community Actions			
Counties Served Spartanburg and Cherokee			
Funding Status	Program year funding is depleted.		
Additional Information	Completed 14 homes through the program. The average age of the homes weatherized was 43 years old. Two furnaces were replaced because they were found to be unsafe to the homeowners. For one elderly homeowner the location of the air filter prevented her from changing her filters so the filter was moved to a location where she could access it easily and change the filters when needed. PCA was able to leverage Piedmont's funding with their Federal Weatherization Assistance Program funding to increase the number of homes served in its area.		

The Furman CCC program recruited approximately 70 volunteers. The following is a picture of volunteers installing EcoBatt Insulation in the crawlspace for one of the homeowners.

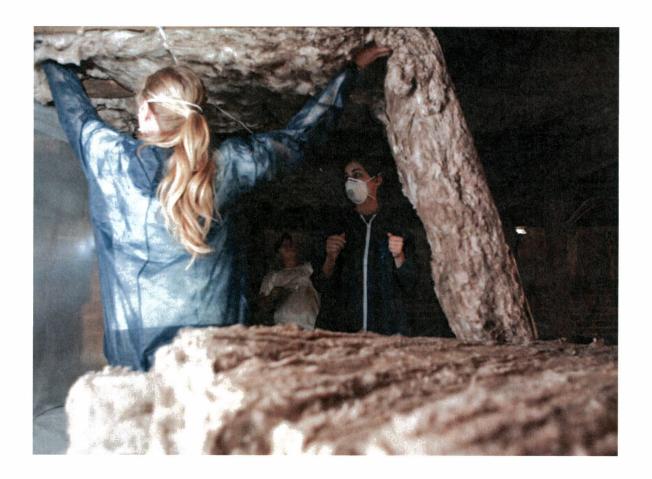


Table 6 – <u>Program Year 3</u> Low-Income program summary

Furman CCC			
Counties Served Greenville			
Funding Status	Thus far, Furman CCC has weatherized almost 10 homes.		

Piedmont Community Actions			
Counties Served Spartanburg and Cherokee			
Funding Status	This program is still in progress.		

Since both organizations are still in progress, the final summary for Program Year 3 will be reported in the June 15, 2014 annual report.

The overall vision of the Furman CCC is to promote financial and environmental stability within a safe, quality living environment for all individuals in need. Piedmont's funding has

allowed the Furman CCC to continue its program and has helped students get involved in activities where they are able to give back to the community. The CCC is a partnership among Furman University's Heller Service Corps, Furman's Community Relations Department, Furman's Shi Center for Sustainability, the City of Greenville, the Greenville County Redevelopment Authority, and the United Way of Greenville County, along with other stakeholders, to provide home weatherization and education services to Greenville residents who qualify for assistance. Two AmeriCorps members, supported through the United Way of Greenville and Furman University, administer the program. Through this partnership, Furman students, under the guidance of the AmeriCorps members and weatherization professionals, provide education to homeowners, as well as weatherization services for homes which meet the guidelines for qualification.

The Furman CCC spends some of its time developing an outreach strategy to recruit homeowners for the weatherization assistance program. The organization attends neighborhood association meetings that are in low-income areas to share information with residents about the program. The Furman CCC also works with other local agencies to promote the program and information about the program is listed on the Furman website (www.furman.edu/ccc). The group works with Furman's Marketing and Public Relations department to design door hangers to market the program and look at other outreach events in the local community.

Once identified, each eligible participant completes an application form, which is reviewed by the Furman CCC to verify the income level and to confirm that the participant is a Piedmont customer. If the homeowner is qualified for the program, a pre-weatherization meeting is scheduled with the homeowner to go over the process and answer any questions about the program. The Furman CCC then utilizes an experienced energy auditing company to administer the home energy audit and determine what type of energy efficiency improvements can be performed on the home. The energy auditor also identifies any unsafe conditions. After each home is completed, the resident receives information about how to further reduce their energy usage and is also provided with energy saving tips. After energy improvement needs are addressed, the Furman CCC primarily works with local energy contractors to complete the

work. In some cases, they attempt to incorporate student volunteers to help out with the energy efficiency improvements, but this is dependent upon the number of volunteers and the availability of scheduling with the homeowner.

In February 2013, the Furman CCC was honored by the SC Upstate Forever organization and at the ForeverGreen Annual Awards Luncheon they received the "Clear Skies Champion" award for its work weatherizing low-income homes. The Upstate Forever Executive Director, Brad Wyche, congratulated the Furman CCC program on its award and said, "It's an ideal program. The families in these homes are more comfortable and spend less of their income on energy, we reduce the demand from coal-fired power plants that dirty our air, Furman University and Upstate Forever get access to the data we need to advocate for energy efficiency, the carbon footprint is reduced, and local weatherization experts are employed. This is an amazing partnership and we are honored to be a part of it."

In the Spartanburg/Cherokee area, Piedmont's funding is being used to help leverage existing Federal Weatherization Assistance Program ("Federal WAP") funds that are being administered through PCA. The Weatherization Assistance Program for South Carolina is run through the SC Office of Economic Development. The Weatherization Assistance Program for each of the state's 46 counties is coordinated through 14 community organizations that administer the Federal WAP program in South Carolina. This program is paid through the annual Federal WAP funding. PCA has been administering the Federal WAP in Spartanburg and Cherokee counties for over 20 years. Piedmont worked with PCA to identify specific energy efficiency improvements for which Piedmont's funding could be used, and thus Piedmont's funding helps supplement work that PCA is doing under the Federal WAP.

Some of the homeowner comments received by Furman CCC and PCA were:

- "This is so wonderful! Thank you so much, I can already feel a difference."
- "We feel so blessed to have you guys do this for us, thank you."
- "I am so happy to be warm again, may God bless you."

Additional information about the Furman CCC program is shown in <u>Exhibit B</u>. Piedmont plans to continue working with the Furman CCC and PCA in Program Year 4.

HIGH EFFICIENCY EQUIPMENT REBATE PROGRAM

This program provides rebates to Piedmont's residential and commercial customers who purchase and install qualifying high efficiency natural gas equipment. The residential rebates apply to high efficiency water and space heating equipment, since water heating and space heating constitutes a large portion of residential energy usage. Commercial customers are offered a rebate on the purchase and installation of a high efficiency tankless water heater.

This program enables customers to offset some of the higher cost of choosing a more efficient piece of equipment. This program is intended to help influence a customer to choose a more energy efficient piece of equipment. An upgrade to a higher efficiency water heater or furnace, given consistent usage patterns, will help the program participant achieve recognizable energy savings. The extent of the energy savings will vary for each participant, depending on a variety of factors including their current energy efficiency. Tables 7 and 8 summarize the equipment rebates that are offered and the corresponding equipment efficiency requirements.

Table 7 – Residential Equipment Rebate Summary

	Rebate Amount	Minimum Required Efficiency ^a	
Natural Gas Storage Tank Water Heater	\$ 50	EF = 0.62 (or higher)	
Natural Gas Tankless Water Heater	\$ 250	EF = 0.82 (or higher)	
Natural Gas Forced Air Furnace	\$ 300	AFUE = 90% (or higher)	

a) EF is the Energy Factor; AFUE is the Annual Fuel Utilization Efficiency.

Table 8 – Commercial Equipment Rebate Summary

	Rebate Amount	Minimum Required Efficiency ^a
Natural Gas Tankless Water Heater	\$ 250	EF = 0.82 (or higher)

a) EF is the Energy Factor.

This program is available to customers under Piedmont's residential rate schedules (Rate Schedules 201 and 221) and commercial rate schedules (Rate Schedules 202, 232, 252 and 262). Each customer is required to submit a rebate application, along with proof of purchase

and installation of the qualifying equipment. Upon approval of the application, the rebate check is mailed to the customer. In addition, each rebate recipient receives an energy efficiency kit that includes items to help further reduce their natural gas energy usage. The energy efficiency kit includes the following:

- (1) Low-flow showerhead
- (1) Low-flow kitchen aerator
- (2) Low-flow faucet aerators
- (2) Weatherstripping rolls
- Thank you letter, energy conservation tips, water saving tips

Piedmont has received positive program feedback from our customers, as well as from the contractors who have used this program to encourage the purchase of high-efficiency natural gas equipment.

To ensure compliance with its eligibility criteria, Piedmont verifies that each rebate applicant is indeed a Piedmont customer and confirms that the installed equipment model meets all the program equipment efficiency criteria. For Program Year 3, there were 604 eligible rebate applications that were processed and an additional 9 rebate applications that were determined to be ineligible. For each ineligible application, a letter was mailed to the applicant with an explanation of why the rebate application was deemed ineligible.

Table 9 shows the number of approved rebate applications, by customer sector:

Table 9 – Number of approved rebate applications in Program Year 3

Commercial Rebate Applications	2	
TOTAL	604	

Table 10 shows the equipment installation count associated with the Program Year 3 rebate funds. Because some customers installed multiple pieces of equipment at their service address, the number of equipment installations exceeds the number of approved rebate applications.

Table 10 – Equipment installed per approved rebate applications in Program Year 3

	Storage Water Heater (EF = 0.62 or higher)	Tankless Water Heater (EF = 0.82 or higher)	Forced Air Furnace (AFUE = 90% or higher)	TOTAL
Residential Equipment Installed	3	96	558	657
Commercial Equipment Installed	N/A	2	N/A	2
Total	3	98	558	659

Table 11 shows the Equipment Rebate program expenditures for Program Year 3. The original \$150,000 program budget was supplemented with an additional \$68,953, which was part of the reallocation unexpended funds from the Residential Low-Income Program and the Customer Education Program, as approved by the Commission on February 13, 2013.

Table 11 – Equipment Rebate Program expenditures in Program Year 3

	Budgeted Annual Costs	Actual Expenditures ^a
Program Development and Administration	\$10,000	\$5,367
Communications	\$10,000	\$7,600
Rebate Incentives	\$125,000	\$123,997
Reallocated funds used for additional Rebate Incentives		\$68,953 ^b
Evaluation, Measurement & Verification	\$5,000	\$2,153
TOTAL	\$150,000	\$ 208,070

a) Represents program expenses recorded between April 1, 2012 and the end of accounting month March 2013.

For the Program Year 1 analysis, Piedmont worked with an energy consultant to determine the achieved energy savings for the residential participants. Based on funding limitations, Piedmont is using the same achieved energy saving values for Program Year 3. Since there were not enough commercial installations to perform an accurate statistical analysis of the achieved energy savings, the initial deemed savings value is being used as a proxy for the achieved energy savings. For the residential analysis, the consultant reviewed Piedmont's initial deemed savings and performed a billing analysis of the customers' installed equipment. The consultant used a per-heating-degree-day modeling approach since there were limited numbers of 12-months post data due to the timing of the analysis. Table 12 shows the savings per residential customer that is being used for the Program Year 3 analysis.

b) Approved reallocated funding from the Customer Education and Low-Income program.

Table 12 – Deemed and Billing Analysis Gross Savings per Residential Customer

Measure	Original Deemed Annual Savings ^a (Therms)	Billing Analysis Annual Savings ^b (Therms)
Residential Storage Water Heaters (EF=0.62 or higher)	12.6	12.6°
Residential Tankless Water Heaters (EF=0.82 or higher)	72.9	43
Residential Furnace (AFUE = 90% or higher)	81	110

a) Deemed Savings is the measure-level savings values as utilized in Piedmont's original program planning analysis. Deemed savings were determined by estimating the energy savings based on a baseline efficiency for each piece of equipment.

Table 13 represents the annual energy saving comparisons based on the initial deemed energy savings and the achieved energy savings. The total deemed annual savings shown is based on the original estimated number of participants and the original deemed savings values, including both the residential and commercial customers. The total annual savings is based on the actual number of installations shown in Table 9 (including installations from reallocated funds) and the savings based on the billing analysis, including both the residential and commercial customers.

b) Billing Analysis is the measure-level savings values estimated by the energy consultant. This analysis looked at the customer's energy consumption, average heating degree days, and the average daily energy savings. This complex model used a weighted approach to compensate for any missing pre and post-installation consumption data.

c) Due to the low number of installed storage water heaters, there was not enough data to analyze the storage water heater energy savings; the initial deemed savings value was used a proxy for the achieved annual savings.

Table 13 – Total Program Annual Energy Savings

Measure	Original Deemed Total Annual Savings (Therms)	Total Achieved Annual Savings per Billing Analysis (Therms)
Storage Water Heaters (EF=0.62 or higher)	315	38
Tankless Water Heaters ^a (EF=0.82 or higher)	13,231	4,333
Furnace (AFUE = 90% or higher)	13,300	61,380
Sub-Total	26,846	65,751
Weatherization Kits Mailed Out ^b (Residential Only)	12,390	5,328
TOTAL	39,236	71,078

a) Includes both residential and commercial installations.

The total dollar savings and average savings per customer were calculated using the achieved energy savings, the number of equipment rebates issued, and the average SC rates during Program Year 3. There were not enough commercial installations to get an accurate analysis so the original commercial deemed savings were utilized. This is shown in Table 14.

Table 14 – Total Rebate Program Annual Dollar Savings^a

	Average Annual Dollar Savings per Customer	Total Annual Dollar Savings
Residential	\$ 96.61	\$ 58,158.63
Commercial	\$ 74.54	\$ 149.08
TOTAL	\$ 96.54 ^b	\$ 58,307.71

a) The dollar savings were calculated by using the average SC residential/commercial rates for Program Year 3. This is based on the weighted average of the actual number of customers per rate class.

b) For the achieved annual savings, assuming 50% installed and achieved savings of 50% of deemed savings.

b) Average total annual dollar savings per customer based on the total annual dollar savings divided by the total number of residential and commercial customers.

Piedmont worked with an energy consultant to determine the cost-effectiveness testing and the consultant analyzed the data based on the number of equipment rebates issued in Program Year 3 and the analyzed energy savings per measure.

The energy consultant used the tests as defined by the California Standard Practice Manual to evaluate the cost-effectiveness of this program. This analysis of program costs and benefits included the following:

- Total Resource Cost Test (TRC): This test examined the program benefits and costs from the perspectives of Piedmont and its customers. Benefits included fuel cost reductions, and costs included those incurred by Piedmont and the program participants.
- Utility Cost Test (UCT): This test examined the program benefits and costs from Piedmont's perspective. Benefits are in the form of reduced fuel costs while costs included any incurred administrative, measure, or incentives costs. This test is also commonly referred to as the Program Administrator Cost Test.
- Participant Cost Test (PCT): This test examined the benefits from a program participant
 perspective. Costs included any measure costs incurred by the participants. Benefits
 included rebates paid by Piedmont and bill reductions due to implementing the efficiency
 measures.

The energy consultant evaluated the cost-effectiveness testing at a program level for the Equipment Rebate program and the results were calculated by analyzing the planning avoided gas costs and also the program year avoided gas costs. For the main tests, the TRC and the UCT, the results were greater than 1.0 which signifies that the program is considered cost-effective. The achieved energy analysis savings are shown as a ratio of the program benefits to program costs. The results are shown in Table 15.

Table 15 – Equipment Rebate Program Cost-Effectiveness Results for Program Year 3

Test	Achieved Energy Analysis Savings (Planning Avoided Costs)	Achieved Energy Analysis Savings (Program Year Avoided Costs)
Total Resource Test (TRC)	2.20	1.30
Utility Cost Test (UCT)	3.11	1.81
Participant Cost Test (PCT)	2.00	2.00

EXHIBIT A

choosing energy efficient appliances can SAVE YOU MONEY!

DID YOU KNOW?

Your household appliances account for nearly 15 percent of your home's energy usage!





HERE ARE SOME TIPS FOR REDUCING YOUR HOME ENERGY BILL

- Always consider buying ENERGY STAR rated appliances
- Always check the EnergyGuide label on appliances to see how much energy they use; the more energy they use, the more they will cost to operate
- Look for features that reduce water usage when choosing a dishwasher or clothes washer; this can help cut down on the amount of energy your water heater uses
- Only run your dishwasher and clothes washer with full loads

For more helpful information about saving energy please visit us at piedmontng.com or you can also check out: energysavers.gov.







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SAVE ENERGY and money with these WATER HEATING TIPS!







DID YOU KNOW?



Water heating is the third largest energy expense in your home!

Water heating tips from Piedmont Natural Gas:

- Upgrade your old natural gas water heater to a new high-efficiency model with an Energy Factor of up to 0.98
- If you're purchasing a new dishwasher or clothes washer, be sure it's ENERGY STAR rated
- Install a low-flow faucet and showerhead to reduce your water flow by as much as 50 percent

For more helpful information about saving energy please visit us at **pledmontng.com** or you can also check out: **energysavers.gov**.



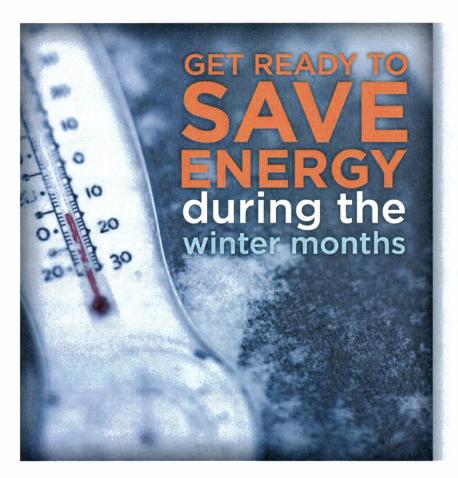




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PNG48i 7/2012



Have your heating system inspected each year by a qualified professional to ensure it is working properly

Change or clean your furnace filters each month during the heating season

Upgrade your old furnace to a new high-efficiency model (Newer models can be up to 98% efficient!)

Install a programmable thermostat to maximize your energy savings

Seal leaks around doors and windows with caulk or weather-stripping to reduce unwanted drafts

Visit **piedmontng.com** and click on the big green calculator. These online tools offered by Piedmont Natural Gas will help you discover how you can save money and energy.







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11.2012



- ► Have your heating system inspected each year by a qualified professional to ensure it is working properly
- Change or clean your furnace filters each month during the heating season
- ▶ Upgrade your old furnace to a new high-efficiency model (Newer models can be up to 98% efficient!)
- Install a programmable thermostat to maximize your energy savings
- Seal leaks around doors and windows with caulk or weather-stripping to reduce unwanted drafts

Visit **piedmontng.com** and click on the big green calculator. These online tools offered by Piedmont Natural Gas will help you discover how you can save money and energy.







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Don't underestimate the VALUE of INSULATION!

DID YOU KNOW?

Only **20 percent** of homes built before 1980 are **well insulated**.

FACTS ABOUT PROPER INSULATION

- In the same way that a jacket keeps you warm, proper insulation helps protect your home and your family from the cold
- Adding insulation can reduce your energy bills and increase the overall comfort of your home
- Upgrading your home's insulation is one of the fastest and most cost-effective ways to increase your energy efficiency

For more helpful information about saving energy please visit us at **piedmontng.com** or you can also check out: **energystar.gov**.



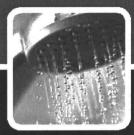




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SAVE ENERGY and money with these WATER HEATING TIPS!







DID YOU KNOW?



Water heating is the third largest energy expense in your home!

Water heating tips from Piedmont Natural Gas:

- Upgrade your old natural gas water heater to a new high-efficiency model with an Energy Factor of up to 0.98
- If you're purchasing a new dishwasher or clothes washer, be sure it's ENERGY STAR rated
- Install a low-flow faucet and showerhead to reduce your water flow by as much as 50 percent

For more helpful information about saving energy please visit us at **piedmontng.com** or you can also check out: **energystar.gov**.







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2.2013



HERE ARE SOME TIPS FOR REDUCING YOUR HOME ENERGY BILL

Always consider buying ENERGY STAR rated appliances

of your home's energy usage!

- Always check the EnergyGuide label on appliances to see how much energy they use; the more energy they use, the more they will cost to operate
- Look for features that reduce water usage when choosing a dishwasher or clothes washer;
 this can help cut down on the amount of energy your water heater uses
- Only run your dishwasher and clothes washer with full loads

For more helpful information about saving energy, please visit us at **piedmontng.com** or you can also check out: **energystar.gov**.







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Corps

About the Community Conservation Corps



of Greenville County





In the Fall of 2010, United Way of Greenville County created grant-funded program with positions for 27 AmeriCorps members throughout the Greenville area. The member serve in various projects with the mission of financial stability. Two of the AmeriCorps members are currently housed at the David E. Shi Center for Sustainability at Furman University and serve the Community Conservation Corps. The two current member of the CCC are Kam Horvath '11 and Laura Kate Steadman.

The mission of the Community Conservation Corps is to promote financial savings through energy efficiency and education. We estimate that we can provide residents savings of at least 30% on energy bills. We will perform any services a client's home may need, such as added or new insulation, weather stripping, safety checks on combustion appliances, and more all free of charge. Certified home energy auditors will quickly determine a home's needs based upon an energy audit using advanced tools such as a blower door.

Thank you to all of the organizations that have helped in making the Community Conservation Corps possible. Training to faculty advisor provided by Insulate! at Warren Wilson College. A special thanks to the following organizations:

- · Piedmont Natural Gas
- · Furman University
- · United Way of Greenville County
- AmeriCorps
- · Max Building Performance, LLC
- Carolina Energy Savers, LLC
- · City of Greenville
- Sunbelt Human Advancement Resources, Inc. (Share)

International flyer (.pdf)

Application for weatherization (.pdf) (link broken)

Connect With Furman









3300 Poinsett Highway, Greenville, SC, 29613

Phone: 864-294-2000

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Community Conservation Corps

The Community Conservation Corps provides free home weatherization to low income homeowners in the greater Greenville community. We are a grant-funded program through the United Way of Greenville County's Corps United Program, staffed by AmeriCorps members throughout the community with the mission of improving the financial stability throughout Greenville. The mission of the Community Conservation Corps is to reduce energy consumption and promote the financial stability of homeowners through weatherization, energy conservation, and education.

The Community Conservation Corps strives to provide our clients with significant monetary savings on their home energy bills through free home weatherization, and to educate the community about the importance and advantages of energy conservation. To ensure a positive and professional experience for our clients the CCC uses experience and certified home energy auditors to determine a home's needs based upon an energy audit. Expert contractors will then perform whatever services a client's home may need, and provide them with the most relevant information for their household.

We estimate that through Home Weatherization we can provide residents savings of at least 30% on energy bills. The CCC partners with BPI certified contractors and auditors to provide whatever adjustments a client's home may need, such as added or new insulation around water heaters and in attics and crawlspaces, weather stripping, air-sealing, vapor barriers, safety checks on combustion appliances, and more all free of charge.

How to apply

Come submit your home for a free home weatherization! We want to help as much of Greenville as possible by saving your money and protecting our environment. Homeowners can see if they qualify by learning more here

Additional Resources

Not eligible for weatherization? No worries, you can click on the link below to learn about all the different programs and tips out there that you can use in your own home. All of the resources on the following page have helped us improve our program, and can save you lots of time and money as well. Click Here for more Energy Efficiency Resources

Volunteer with us

Thank you for your interest in serving the Greenville Community! By volunteering with the CCC you can become a vital part of helping homeowners conserve energy and save money. There are a number of ways individuals can volunteer with the CCC ranging from supervised basic construction and energy efficiency measures, to event planning and outreach. You do not have to be a Furman student to volunteer. Download the Volunteer Waiver here. **Download our Volunteer Waiver as a PDF**

Contact us

If you want to learn more about the Community Conservation Corps, or just learn more about the many benefits of greener living get in touch with us today:

Andy Wallin Furman CCC Associate (864) 294-3680 andy.wallin@furman.edu

Office Hours: Mon-Fri, 8:30-5:30 (864) 294-2512

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How To Apply

Owning a home can be challenging. Paying for energy bills, mortgages, and physical maintenance can leave homeowners in a difficult financial situation. That's why the Community Conservation Corps provides a free, preventative service to decrease energy bills and make homes safer. Each home is thoroughly checked by an auditor using highly accurate tools in order to quickly identify what it may need. A construction crew assisted by volunteers from Furman and AmeriCorps perform the weatherization retrofits.

In order to receive weatherization assistance, residents must own their home, agree to a pre- and post-home audit, be willing to share energy bill data, and fall at or below the following income guidelines:

Number in Household	Annual Income
1	\$32,500
2	\$37,150
3	\$41,800
4	\$46,400
5	\$50,150
6	\$53,850
7	\$57,550
8	\$61,250

Apply now for help with your home. To apply please provide:

- Completed Application
- Completed PNG disclosure form (Only for Piedmont Natural Gas Customers, and please leave dates blank)
- Proof of income
- · 1 year of energy and gas bills

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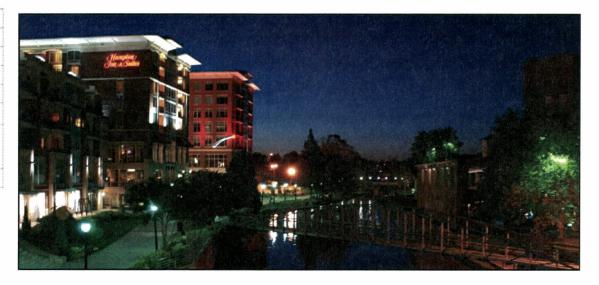
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Community Resources

Here in the Greenville Community we are blessed with both great local and national resources for weatherization. Whether you have already been weatherized and want to to learn more about home weatherization, were unable to qualify for our program and wish to apply elsewhere, or are a volunteer and want to know more about the work you contribute to, the resources below are sure to help. Below you will find both some local partner agencies and national resources that we find helpful in our work.

Energy Efficiency	Weatherization	Solar Resources	Local Resources
Large national sites containing information about national measures of energy efficiency	General resources and links to some projects and ideas for your own home weatherization	Resources and advisement on investing in solar panels in the upstate	Organizations in the Greenville area involved in home weatherizations and repairs
South Carolina Energy Office	US Green Building Council, SC Chapter	US Solar Radiation Maps	Habitat for Humanity Greenville, SC
US DOE Energy Efficiency and Renewable Energy	Home Power Magazine	Find Solar	Central Electric Power Cooperative
Energy Star	Building Green	Interstate Renewable Energy Council	Upstate Forever
EERE Energy Savers	Weatherization Assistance Program	South Carolina Solar Council	Greenville County Redevelopment Authority
Home Fnerny Saver	South Carolina Weatherization	American Solar	

Why Weatherize?

Conserving energy ultimately reduces household energy bills. Energy-saving modifications to a home can save residents hundreds of dollars per year. The CCC can help weatherize your home.



The mission of the Community Conservation Corps at Furman is to promote financial savings through reduced energy bills and to educate homeowners on energy-saving measures.

How to Apply

Simply call one of the CCC Associates listed below to start the application process.

Or visit us at http://www.furman.edu/ccc print an application for weatherization. Once complete, mail or deliver to the following address:

Community Conservation Corps David E. Shi Center for Sustainability 3300 Poinsett Highway Greenville, SC 29613

After verifying homeownership, a CCC Associate will call to schedule a free home energy audit.

For more information, visit: http://www.furman.edu/ccc







Rick Harris

Furman CCC Associate (864) 294-3680 • rick.harris@furman.edu

Iennifer Guinter

Furman CCC Associate (864) 294-2512 • jenn.guinter@furman.edu

weatherize, revitalize, stabilize



Community Conservation Corps at Furman University

Weatherize

When the CCC weatherizes a home, a small group of student volunteers, a contractor, and a site manager will work together, giving thorough attention to education, prevention, and homeowner needs.



Types of assistance include but are not limited to:

- Insulation
- Weather stripping
- Water heater blankets
- Changing air filters
- Energy-efficient lighting
- Checking combustion appliances

Revitalize

In order to receive weatherization assistance from the CCC at no cost, residents must:

- · own their home
- · agree to a pre- and post-home audit
- be current Piedmont Natural Gas customers willing to share energy bills.
- fall at or below the following income guidelines

200	Number in Household	Annual Income
H	Nulliber III Household	Annual income
	1	\$32,500
	2	\$37,150
	3	\$41,800
	4	\$46,400
1	5	\$50,150
N. S. S.	6	\$53,850
	7	\$57,550
1000	8	\$61,250
	Source: U.S. Department of Housing and Urban Development, May 2010	

Certified auditors use electronic devices to determine areas of the house that need sealing or repairing. Tools like blower doors help quickly and efficiently pinpoint where air is leaking in a home.

Certified contractors also assist in determining what work Furman student volunteers are able to do and what the construction crew will do.

Free carbon monoxide detectors are installed in every weatherized home.

Statement of Inclusion
The Furman CCC values and operates by a policy of inclusion, providing equal opportunity to all persons regardless of race, color, religion, age, national origin, marital status, sexual orientation, gender identity, and/or disability.

Stabilize

Home modifications are an excellent start to saving money and energy, but changing day-to-day behavior makes just as much of a difference.

- Change air filters at least every three months.
- Wash and dry full loads of laundry, and hang clothes to dry when possible.
- Clean out dryer lint after each load.
- Turn out the lights after leaving a room.
- Turn off the computer and TV when not in use.
- Set water heaters to 120°F
- Know what products draw power even when not in use, such as DVD players, computers, printers, and microwaves. Attach these to power cords that can be turned off at night for maximum efficiency.



ARTHUR VINING (AV) DAVIS COMMUNITY FELLOWS

In 2011, the first cohort of sustainability community student fellows, funded by the Arthur Vining Davis Foundations, was competitively selected to engage in community projects related to sustainability and full-cost analysis in Greenville. These projects were chosen specifically for their significant community impact, their connections to all three pillars of sustainability (economic, social, and environmental), and their range of focus areas, including issues around diversity and equity in Greenville. These projects also created engaged learning opportunities for the student fellows, as they applied their classroom knowledge to specific community issues. In the summer of 2012 and the following academic year, the Shi Center will also launch the Piedmont Natural Gas Partners Program, a yearlong community fellowship program in collaboration with Duke and Vanderbilt Universities.

Katie Premo '12

(Charlotte, North Carolina; Earth and Environmental Sciences) worked with Greenville Forward to study the feasibility of a

GARDENS NETWORK

in Greenville and recommend potential sites for new community gardens.

Elizabeth Johnston '13

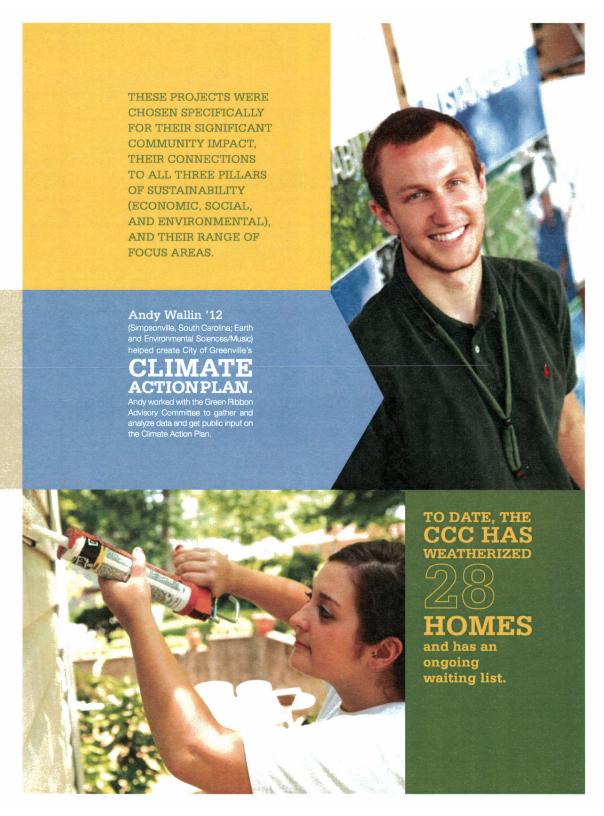
(Nashville, Tennessee; Earth and Environmental Sciences) worked with Upstate Forever on

CARBON OFFSETS

Together they designed and administered a survey of Upstate residents and businesses to assess demand for carbon offsets, the proceeds of which would fund South Carolinabased carbon reduction efforts.

COMMUNITY CONSERVATION CORPS

The Community Conservation Corps (CCC) provides low and fixed income Greenville, South Carolina, residents with educational resources and housing modifications that will help them reduce energy usage and save money. Since its inception in April 2010, the CCC, which received funding from Piedmont Natural Gas and TD Charitable Trust, has weatherized 28 homes and has an ongoing waiting list. In 2010, Furman was awarded two AmeriCorps members from the United Way of Greenville County's financial stability team. Rick Harris '10 and Jenn Guinter '10 led the CCC until August 2011. Kam Horvath '11 and Laura Kate Steadman '11 (Warren Wilson College) will lead the CCC through August 2012. In 2012, the CCC is partnering with the City of Greenville's Community Development Office and local conservation non-profit Upstate Forever on a TD Charitable Trust funded project.





FOR IMMEDIATE RELEASE February 15, 2013

For more information, contact:

Lisa Hallo, Director of Sustainable Communities Program (864) 250-0500x33 lhallo@upstateforever.org

Furman Community Conservation Corps Honored by Upstate Forever

University group to receive "Clear Skies Champion" award for its work weatherizing low-income homes

(Greenville, SC) – Despite paying over \$200 per month to heat her home with space heaters after her furnace ceased to function, Glynis was still uncomfortably cold in winter. Her insulation was inadequate and there were many cracks and gaps around her doors, windows and vents that allowed warm air to escape.

Then she heard about Furman University's Community Conservation Corps (CCC) and its free weatherization and retrofit program. "It's miraculous," said the Greenville homeowner, who asked that her last name not be used. Through this program, funded by partnerships with AmeriCorps, Piedmont Natural Gas, the Bank of America Charitable Foundation, and TD Charitable Foundation (through a grant to Upstate Forever), qualifying low-income homeowners receive free energy audits and weatherization upgrades. Furman's CCC, using professional labor, improved the insulation in the attic to R38, sealed the ductwork with mastic, caulked and sealed leaks, installed compact fluorescent light bulbs, and put in an efficient new gas furnace.

Glynis' home is one of more than 40 that have been weatherized under the program over the past three years. Local nonprofit Upstate Forever became involved in early 2012 when it received a Housing For Everyone grant from the TD Charitable Foundation, the charitable giving arm of TD Bank. Upstate Forever is partnering with both the Furman CCC and the City of Greenville's weatherization program to disburse the TD Charitable Foundation funds for weatherization and to collect, with the homeowners' permission, both pre-

retrofit and post-retrofit consumption data to analyze the effectiveness of the efforts.

Upstate Forever will recognize the contributions of the Furman CCC on February 21 at its ForeverGreen Annual Awards Luncheon, which will feature a keynote speech by Nell Newman of Newman's Own Organics. The CCC is slated to receive the organization's Clear Skies Champion award. A listing of all of this year's winners and ticket information is available at www.upstateforever.org/ForeverGreenLuncheon.html.

"It's an ideal program," said Upstate Forever Executive Director Brad Wyche. "The families in these homes are more comfortable and spend less of their income on energy, we reduce the demand from coal-fired power plants that dirty our air, Furman University and Upstate Forever get access to the data we need to advocate for energy efficiency, the carbon footprint is reduced, and local weatherization experts are employed. This is an amazing partnership and we are honored to be a part of it."

At each participating home, blower door tests are conducted before and after the weatherization work is undertaken. Blower door tests reveal air leakage (and therefore heat escape) in a house. Preliminary analysis of 10 of the homes weatherized by the Furman CCC show an average blower door improvement of 33 percent. And natural gas consumption data on comparisons of 63 monthly bills for those 10 houses to pre-project bills from the same months show a total savings of 2,092 therms, or \$2,272 in savings spread across those households. This is the equivalent of a reduction of 10.5 metric tons of carbon dioxide emitted (or 1,173 gallons of gasoline, or the carbon sequestered by 8.6 acres of forest annually). The five homes with electricity consumption data available show an impressive savings of 22,674 kilowatt hours, or \$2,529 total, over 48 month-to-month comparisons. This equates to a carbon dioxide emissions reduction of 16 metric tons (or 1,793 gallons of gas, or the carbon sequestered by 13 acres of forest annually).

The improvements in Glynis' home yielded a 38 percent improvement in her blower door reading, meaning that the heat provided by that new furnace is staying inside the house and making her feel much more comfortable. The installation of the new gas furnace should have increased her gas bill, but she used the same number of therms during the winter after it was installed as during the winter before, thanks to the added insulation and tighter building envelope. And while electricity data is not yet available, she expects to see a significant decrease in her Duke Energy bill. "The paperwork was easy," she said. "And it wasn't a long, drawn-out process. I would recommend it to anyone."

For additional information and quotes, contact: Martha Gaston, TD Bank, Martha.Gaston@td.com, (407) 622-3568, 01 May 2013

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COMMUNITY CALENDAR HOME OUTDOORS **PHOTOS** COLUMNS COMMUNITY OBITUARIES WEATHER **BUY LOCAL** Search.

Furman Community Conservation Corps to receive 'Clear Skies Champion' award

Saturday, 16 February 2013 Written By Staff Reports

GREENVILLE, S.C. - Despite paying over \$200 per month to heat her home with space heaters after her furnace guit working, Glynis was still uncomfortably cold. Her insulation was inadequate, and there were many cracks and gaps around her doors, windows and vents that allowed warm air to escape.

Then she heard about Furman University's Community Conservation Corps (CCC) and its free weatherization and retrofit program.

Through the program, funded by partnerships with AmeriCorps, Piedmont Natural Gas, the Bank of America Charitable Foundation, and TD Charitable Foundation (through a grant to Upstate Forever), qualifying low-income homeowners receive free energy audits and weatherization upgrades.

In the case of Glynis' home, insulation in the attic was improved to R38, ductwork was sealed with mastic, the gaps and cracks were caulked, an efficient gas furnace was installed, and regular light bulbs were replaced with compact fluorescent bulbs



"It's miraculous," said the Greenville homeowner, who asked that her last name not be used. "The paperwork was easy, and it wasn't a long, drawn-out process. I would recommend it to anyone."

Glynis' home is one of more than 40 that have been weatherized under the program over the past three years. Local nonprofit Upstate Forever became involved in early 2012 when it received a Housing For Everyone grant from the TD Charitable Foundation, the charitable giving arm of TD Bank. Upstate Forever is partnering with both the Furman CCC and the City of Greenville's weatherization program to disburse the TD Charitable Foundation funds for weatherization and to collect, with the homeowners' permission, both pre-retrofit and post-retrofit consumption data to analyze the effectiveness of the efforts.

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For more details and/or apply for the CCC energy conservation program, click here.

For more information on the 2013 Forever Green luncheon, including a list of winners and ticket information, click here.

Related on the Tribune:

Furman receives grant to weatherize homes

(Photo courtesy of Furman University.)



Parents, son, others charged in after-prom







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Shannon B. Hudson
Office of Regulatory Staff
1401 Main Street
Suite 900
Columbia, South Carolina 29201
jnelson@regstaff.sc.gov
shudson@regstaff.sc.gov

And that a copy of the attached *Energy Efficiency Report* is being served this date electronically or via U.S. Mail upon:

David Carpenter
Vice President – Planning and Regulatory Affairs
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Charlotte, NC 28233
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Manager, Regulatory Affairs
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Thomas C. Tinsley 384 Old Greenville Highway Spartanburg, SC 29301-5241

This the 13th day of June, 2013.

s/ Melinda L. Vervais Melinda L. Vervais